

# PASSENGER ISSUES



## MARINE CORPS TACK-ON

### 23 April 2007

UNCLASSIFIED

*Mr. Tim Vandagriff*  
*LPD-2*



# PASSENGER TRAVEL

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- **HQMC Passenger Services**
  - LPD-2
    - DSN 225-8072/7762
      - Commercial (703) 695-8072
      - Facsimile 225-8160 or (703) 695-8160
      - Mr. Timothy Vandagriff / Passenger Services  
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# PASSENGER TRAVEL

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- **Overview**

- Defense Travel System Travel
- Unused Ticket Report/Audit
- Premium Class Travel
- Leave in Conjunction with Official Travel
- Traditional Travel Services
- Centralized Billed Accounts
  
- Commercial Travel Office Contracts
- Other Items of Interest



# PASSENGER TRAVEL

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- **Defense Travel System Travel**

- Marine Corps continues to push usage as mandated
- Phase III site implementation well underway
- Routine TAD travel executed through DTS
  - 55% and continuing to grow
- Works best when TMOs foster positive and frequent interaction with AOs, LDTAs, ODTAs and others
- MARADMIN 617/06 on DTS
  - Highlights cost concerns
  - Recommends a collective effort to help steer travelers and AOs to best value and regulatory compliant travel



# PASSENGER TRAVEL

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- **Unused Ticket Report / Audit**
  - Reporting process continues to mature
    - TMO efforts to meet quarterly suspense are appreciated
      - Use format provided in the DTR
    - TMOs are helping to recover over \$10 million a year!
  - Challenge
    - Recovery of unused paper tickets and non-ARC reporting commuter airlines
  - Navy Audit Team conducted an audit this year
    - Formal report forthcoming
    - Increased IBA use is a likely recommendation



# PASSENGER TRAVEL

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- **Premium Class Travel**

- BLUF, all Marine Corps funded premium class travel must be approved by ACMC
  - Process IAW MARADMIN 476
  - Ensure reports are provided to MPO semi-annually
- GAO continues to audit this process using Bank of America data
  - Class of service codes visible in the BOA data streams suggests some use of premium class travel
  - Zero tolerance policy issue



# PASSENGER TRAVEL

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- **Leave in Conjunction with Official Travel**
  - Big challenge meeting traveler expectations and staying inbounds from a regulatory standpoint
  - Use of DTS make the process even more challenging
  - Today's guidance doesn't provide enough flexibility to facilitate and institutionalize the process
  - LPD working with RFF, DTMO and others to work out more flexible approach to processing LICWO
  - Way ahead is to coordinate, simplify and institutionalize and publish LICWO procedures



# PASSENGER TRAVEL

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- **Traditional Travel Services**

- Still accounts for a significant volume of TAD travel
- DTS is not on a timeline to facilitate PCS travel
- TMOs continue to modernize and streamline traditional travel service procedures
  - Take advantage of CTO automation tools
- Continue to manage for best value travel
  - City Pairs
  - Capacity Controlled Fares
  - Restricted Fares in some markets





# PASSENGER TRAVEL

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- **Centralized Billed Accounts**
  - Reconciliation
    - AGTRv2 best reconciliation tool in the business
      - Saves thousands in DFAS processing fees
    - DTS CBA Reconciliation Module
      - Henderson Hall testing and providing metrics
        - » Labor intensive, cumbersome, rigid
        - » Not ready for further deployment
  - New Government Travel Cards Contracts
    - 10 year BOA contract ends next year
    - Expecting major final reconciliation challenges



# PASSENGER TRAVEL

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- **Commercial Travel Office Contracts**
  - Worldwide contracting effort continues to stall
  - Contracting Officer Representatives (CORs) must stay engaged and help facilitate extensions
  - Extensions and bridges of our current CTO contracts
    - DTMO/ITEC4 Contracting Officers have the lead on recommending and approving contract extension strategies
    - Help keep the issue in contracting lanes
    - Elevate concerns and stay proactive



# PASSENGER TRAVEL

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- **Other items of interest**
  - Human Remain Shipments
  - Space A Travel
  - Circuitous Travel
  - Servicing Airports
  - CBA Working Group
  - GSA City Pair Submissions
  - Patriot Express
  - GTR Usage
  - Pet Shipments



# PASSENGER TRAVEL

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## QUESTIONS